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When Canadians deal with their financial institutions, they want to know that their information is secure, the products and services offered meet the highest standard, and that the fees they are paying are fair.

The FCAC was responsible for the development and publication of this report and their findings are entirely their own. Following the publication of the report and a comprehensive review of banks' sales practices, and in consultation with the provinces and territories, our Government has taken significant steps to advance the rights and interests of Canadians when dealing with their financial institutions. With those changes, the FCAC will now have the necessary tools and mandate to increase consumer protections and transparency, and also create better outcomes for Canadians as they deal with their banks.

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